iMac FAQ

Announcement, Pricing, and Availability

Q. What did Apple announce about iMac?

A. Apple recently announced the rebirth of iMac with a lower price and a wider range of configurations, including models that come with digital video (DV) capability, FireWire ports, and Apple's new iMovie digital video editing software. These new iMac models are faster, smaller, lighter, and more friendly, while continuing to set the standard as the world's best personal computers for the Internet.

Q. What are the key features of the new iMac?

A. There are now three models to meet the needs of everyone from novice users to those who want the most powerful and stylish configuration available. These models are iMac, iMac DV, and iMac DV Special Edition. The chart below shows the features of each model.

	iMac	iMac DV	iMac DV Special Edition
Processor	350-MHz PowerPC G3 with 512K backside cache	400-MHz PowerPC G3 with 512K backside cache	400-MHz PowerPC G3 with 512K backside cache
Memory (SDRAM)	64MB	64MB	128MB
Graphics	ATI RAGE 128 VR, 8MB SDRAM	ATI RAGE 128 VR, 8MB SDRAM	ATI RAGE 128 VR, 8MB SDRAM
Hard disk drive	6GB Ultra ATA	10GB Ultra ATA	13GB Ultra ATA
Optical drive	24x CD-ROM drive	4x DVD-ROM drive	4x DVD-ROM drive
Modem	56K V.90 modem[1]	56K V.90 modem[1]	56K V.90 modem[1]
Ethernet	10/100BASE-T Ethernet	10/100BASE-T Ethernet	10/100BASE-T Ethernet
AirPort wireless networking	Optional	Optional	Optional
USB ports	Two (12 Mbps each)	Two (12 Mbps each)	Two (12 Mbps each)
FireWire ports	No	Two	Two
VGA video mirroring	No	Yes	Yes
Audio	Odyssey digital audio system, analog audio input/output; microphone	Odyssey digital audio system, analog audio input/output; microphone	Odyssey digital audio system, analog audio input/output; microphone
Suggested retail price[2]	U.S. $999	U.S. $1,299	U.S. $1,499

All models include the following:

- An Apple USB Keyboard and Apple USB Mouse
- 30 days of free Internet access[3]
- A variety of Internet, productivity, and entertainment software, including the Mac OS with QuickTime, Microsoft Internet Explorer, Microsoft Outlook Express, Netscape Communicator, EdView Internet Safety Kit Family Edition, AppleWorks, Quicken Deluxe, Palm Desktop, FAXstf, World Book Encyclopedia, Kid Pix Studio Deluxe, Adobe PageMill, Bugdom, and Nanosaur[4]

[1] Actual modem speeds lower; speed depends on connection rate and other factors.

[2] Tax and shipping not included.

[3] Available in the U.S. and Canada only.

[4] Software titles vary by country.

Q. What makes the iMac DV models different from the iMac?

A. iMac DV models come with the following additional features:

- A built-in slot-loading DVD-ROM drive and DVD Player software
- Two FireWire ports
- Apple's new iMovie software for creating Desktop Movies
- A VGA output port for video mirroring
- *A Bug's Life* video on DVD (U.S. and Canadian models only)

Q. Are the new iMac models still available in a variety of flavors?

A. Yes. The iMac model comes in Blueberry. iMac DV models come in Strawberry, Lime, Tangerine, Grape, and Blueberry. And the iMac DV Special Edition comes in a classy new color named Graphite.

Q. What are the target markets for iMac?

A. iMac is designed to be the world's best personal computer for connecting to the Internet. It's beautiful, affordable, and easy to use. It's perfect for use in a home, classroom, or small business.

Q. Are build-to-order options available for iMac?

A. Yes. In addition to the preconfigured systems, you can order an iMac with more factory-installed RAM or an AirPort wireless networking card. These build-to-order options are available through the online Apple Store.

Q. What is the service and support program for iMac?

A. iMac comes with 90 days of telephone technical support to help you get the system up and running and one year of carry-in limited warranty service. You can also safeguard your iMac for three full years with the AppleCare Protection Plan. You'll benefit from a host of services, including powerful diagnostic software tools, online support, regular email updates, and Apple's toll-free helpline. You have the assurance of being helped by Apple certified technicians using genuine Apple parts. For more information, visit www.apple.com/support.

Product Design

Q. Has Apple improved the performance of iMac?

A. Yes. These are the fastest iMac systems to date. In the independent BYTEmark test, the PowerPC G3 processor easily outruns even the fastest Pentium III running at 600 megahertz.* To provide optimum performance, every iMac now contains a processor running at either 350 or 400 megahertz and uses a 100-megahertz system bus to ensure that information travels quickly through the computer.

The ATI RAGE 128 VR graphics acceleration chip is also standard and includes 8 megabytes of SDRAM video memory. To make 3D games come to life, iMac also supports AGP (Accelerated Graphics Port) 2X graphics, which allows the video system to use main memory when rendering 3D images for optimum imaging quality.

* Based on BYTEmark integer index processor scores.

Q. Why did Apple design iMac with no internal fan? Will it overheat?

A. No. Apple's engineers have ingeniously designed iMac so that it doesn't require a noisy internal fan. This was accomplished by using internal components that have reduced size and power requirements, and by strategically locating cooling vents. These design innovations allow iMac to remain cool and quiet even after running for very long periods of time. And it's extremely quiet when it's running, so you can better enjoy its new digital audio system.

Q. Should I shut down the iMac or put it to sleep when I'm finished using it?

A. iMac is designed to be put to sleep so you can quickly return to your work instead of waiting for the computer to start up. When you press the power button on the front of the computer, iMac goes to sleep instead of shutting down. You can wake it up by pressing the power button again or by pressing a key on the keyboard. The only time you need to shut down iMac is when you want to add or remove RAM or an AirPort Card.

Q. Can I upgrade a previous iMac to the new iMac?

A. No. Today's iMac is an all-new design with a smaller enclosure and new logic board architecture that are not compatible with previous iMac computers.

Q. Is iMac user expandable?

A. Yes. You can easily install RAM or add an optional AirPort Card through the new easy-access door. And using the USB and FireWire ports, you can connect over 100 peripheral devices without ever having to open the computer.

Q. What kind of RAM does iMac use, and how much can be installed?

A. The iMac uses standard PC100 SDRAM DIMMs (Dual Inline Memory Modules), the same as Power Mac G4 systems. Standard iMac configurations ship with one of the two DIMM slots open, so iMac is ready for easy memory expansion, with support for up to 512 megabytes of SDRAM.

Q. Can I add more than the standard 8 megabytes of RAM for video?

A. No, but it's not necessary. AGP 2X graphics support allows iMac to make use of main memory (at least 64 megabytes in every model), so you don't need to add dedicated video memory. And with the standard 8 megabytes provided, you get 24-bit color at even the highest supported screen resolution.

Q. What is AGP and what are its benefits?

A. AGP stands for "Accelerated Graphics Port." It's a high-performance video technology that allows a 3D video rendering engine to make use of main memory instead of requiring additional (and more expensive) dedicated video RAM. Because not every application makes use of 3D rendering, additional dedicated video memory can go unused much of the time. AGP allows for a much more efficient use of memory because applications and the video system can share the same bank of memory.

Q. Does iMac have programmable function keys like iBook?

A. Yes. All the iMac function keys are programmable. You can set them up to launch your favorite applications.

Q. Has Apple changed the CRT display used in iMac?

A. The new iMac models feature the same high-quality CRT design used in previous models. The display is 15 inches (diagonal) with a 13.8-inch viewable area. It supports three resolutions with very high refresh rates for crystal-clear imaging:

- 640 by 480 pixels at 117 hertz, 24-bit true color
- 800 by 600 pixels at 95 hertz, 24-bit true color
- 1024 by 768 pixels at 75 hertz, 24-bit true color

Q. Why is there no longer an I/O cover?

A. Apple redesigned the side panel to make the connectors easier to find and use. These changes allow you to quickly and easily attach USB, FireWire, and other accessories.

Q. What are the advantages of a slot-loading CD-ROM or DVD-ROM drive?

A. The new slot-loading drive is elegant, durable, and simple—all characteristics that perfectly complement the iMac design. In addition, slot-loading drives require less space on the front of the computer, and there's no need for an eject button.

Q. When I opened the iMac DV accessory kit, I found a plastic cover in a bag. What is this for?

A. This is the VGA vented cover. It replaces the existing vented cover on the iMac to allow access to the VGA video mirroring port. You can find online instructions for installing the cover in Mac Help.

DVD

Q. Can iMac play DVD-Video discs?

A. Yes. One of the great new iMac features is the ability to play DVD movie titles on iMac DV models. Apple's DVD Player application is preinstalled on these models and provides many of the same controls found on consumer DVD players.

Q. What are the benefits of the DVD format?

A. DVD delivers extremely high-quality video (much better than the best VCRs), digital audio sound, the ability to skip directly to any scene in a movie instantly, interactive menus, and other special features. It's delivered on discs that look just like CDs, but that have multiple layers so they can hold much more information.

Many movie studios make use of DVD's special capabilities by adding interactive DVD menus that enable you to select alternate audio tracks with different languages, subtitles in multiple languages, letterbox or pan-and-scan format, and theatrical trailers and featurettes. Some discs even feature biographies of the film's stars, production photo albums, and links to the Internet so you can learn more about the film.

DVDs are small, light, portable, and inexpensive, yet they deliver tremendous quality and value. They are the next generation of home video—except they're all digital and require no rewinding.

Q. Which iMac models include DVD Player software?

A. DVD Player is installed only on iMac models that have DVD-ROM drives—that is, iMac DV and iMac DV Special Edition. Look for more information and special offers at www.apple.com/dvd.

Q. My iMac came with the preview version of DVD Player. How do I get the new version?

A. When DVD Player becomes available, you can download it at asu.info.apple.com.

Q. Does this DVD Player software work on other Macintosh computers?

A. The preview version of DVD Player software on the new iMac DV models is not compatible with the DVD hardware in Power Macintosh G3 and PowerBook G3 computers or in Power Mac G4 computers with a PCI graphics card.

Q. Does DVD Player support Dolby Surround Pro Logic and Dolby Digital playback from DVDs?

A. The DVD Player application can decode discrete digital audio tracks and play them back through the built-in dual headphone minijacks or built-in stereo speakers. It can also support decoding Dolby Surround Pro Logic through an external sound system.

Q. Can I use iMac to play DVD movies on a larger monitor or attach it to my television?

A. Yes. iMac models that include DVD-ROM drives also have a VGA video mirroring port so that the image on the computer's built-in screen can also be seen on an external display. The external display must be capable of supporting one of the computer's three screen resolutions. iMac can also be attached to a television using an optional device called a scan rate converter.

Q. Can the DVD-ROM drive play audio CDs?

A. Yes. The AppleCD Audio Player application is preinstalled on iMac as part of Mac OS 9. It includes all of the familiar controls found on most consumer CD players, including a playlist that allows you to identify each title and track by name. CD audio tracks are read through the drive's digital data port, not the analog data port used by most computers, so you get digital-quality sound that delivers a sonic image that's wider and deeper than ever before.

Q. Can iMac read DVD-RAM discs created on Power Mac G4 computers?

A. Yes. The DVD-ROM drive used in iMac is able to read (but not write to) DVD-RAM discs created on the Power Mac G4. For example, a teacher could create a DVD-RAM disc on his or her Power Mac computer and give it to students to use on their iMac systems.

Q. Apple now provides several "player" applications. How do I know which one to use?

A. The following players are recommended for these uses:

QuickTime Player	Plays Internet streaming video (QuickTime TV); video data files stored on CD-ROMs, hard drives, or removable-storage media; audio files, including MP3; and MIDI files
DVD Player	Plays DVD movie discs
AppleCD Audio Player	Plays audio CDs on a DVD-ROM or CD-ROM drive

Q. Can I use irregularly shaped "promotional" discs in the slot-loading drive?

A. No. The slot-loading drives used in iMac do not accommodate irregularly shaped discs, which could get stuck inside the drive. Use only round discs.

Q. There's no eject button for the CD or DVD drive. How do I insert and eject discs?

A. To insert a DVD or CD, push it gently into the slot. The drive will automatically sense the disc and pull it in the rest of the way, just as automobile CD players do. To eject the disc, drag its icon to the Trash. When the disc comes out of the slot and stops moving, you can remove it the rest of the way.

This slot-loading mechanism is extremely reliable, so it's not likely that a disc will become stuck in the drive. Should this occur, however, you can restart the computer while holding down the mouse button to eject a bootable disc. You can also eject any disc by using a paper clip to press the eject button located inside the drive slot on the righthand side.

Q. Where did DVD Player and AppleCD Audio Player go? They are not in the Apple menu.

A. DVD Player and AppleCD Audio Player are in the Applications folder.

Audio

Q. How has Apple improved the audio in the new iMac models?

A. Apple spent a great deal of time and effort to provide superb audio performance in these new systems. First, we selected Odyssey speaker transducers from Harman Kardon, world leaders in audio. These micro-size speakers deliver a powerful punch in a tiny package that looks as great as it sounds. Apple is proud to be the first company to ship this technology in a product.

Next, we modified the speaker enclosure and grilles to improve the low-frequency bass response by molding in a bass port. And unlike most computers, iMac audio is digital from source to speaker. This retains its sonic purity through the entire system and out to your ears.

Q. Does iMac support external speakers?

A. Yes. You can attach external digital stereo speakers through one of the USB ports. You can also connect traditional analog speakers to the side panel audio output jack.

Q. What does a subwoofer do, and will it improve the audio performance of my iMac?

A. Subwoofers are designed specifically to play low-frequency (bass) music and special effects. They enhance the performance of most audio CDs or MP3 audio titles. Many DVD movies, games, and media-rich Internet sites also make use of low-frequency effects (LFE) such as dinosaur footsteps, helicopter rotors, and earthquake tremors. Subwoofers are uniquely suited to play back these very low frequencies, which adds to the enjoyment of these titles. External speakers often include a subwoofer, or you can purchase the Harman Kardon iSub, which is acoustically balanced to work in conjunction with the built-in Harman Kardon Odyssey digital audio system in iMac.

FireWire

Q. What is FireWire?

A. FireWire is a high-speed serial input/output (I/O) technology for connecting peripherals to a computer. Originally developed by Apple, FireWire is now an official industry standard named IEEE 1394.

FireWire is designed to support higher-speed (up to 400 megabits per second) multimedia peripherals such as video camcorders, music synthesizers, and hard disks. It offers incredible convenience through its "hot plug" capability, which eliminates the need to turn off or restart the computer when attaching a new peripheral. Devices are automatically configured when they are plugged in; there are no device IDs or terminators. FireWire supports the interconnection of up to 63 devices—including other computers—to the same FireWire bus.

Q. Are FireWire, IEEE 1394, and i.LINK the same?

A. Yes. All these terms refer to the technology Apple invented that is now an international standard (IEEE 1394).

Q. How are FireWire and digital video superior to previous analog video solutions?

A. FireWire revolutionizes video on desktop computers. In addition to being easy to use, it delivers broadcast-quality video at consumer prices for the first time. This is due in large part to a new generation of digital video (DV) camcorders that include FireWire ports. These cameras now start as low as $699 (U.S. SRP), yet because they use digital technology, they produce clean, crisp video that makes older analog formats pale in comparison. And because they capture video as digital data, you can bring that video directly into your iMac DV over a FireWire connection as a perfect digital copy, with no loss of quality no matter how many times it's transferred back and forth. Combine these benefits with Apple's powerful yet easy-to-use iMovie video editing software (included on iMac DV models), and you have everything you need to make great movies in just minutes.

Q. Can the FireWire peripherals used on a Power Mac be used on an iMac?

A. Yes. FireWire products are compatible with iMac DV models.

Q. Does iMac support bus-powered FireWire devices?

A. iMac provides up to 6 watts of power shared by its FireWire ports. This enables bus-powered devices to operate without having to be plugged into an AC power outlet. Additional power can be provided to the FireWire bus by certain FireWire devices, such as powered hubs.

Q. What kinds of FireWire devices are available?

A. Many FireWire products are available now, and many more are expected to be announced. Currently, the list includes numerous DV camcorders, hard disk drives, ink-jet printers, analog-to-DV adapters, and scanners. To learn about available FireWire devices, visit the Macintosh Products Guide at www.apple.com/guide.

USB

Q. What new USB features does iMac have?

A. Apple is preinstalling several new and existing class drivers in iMac to support USB hubs, mice, keyboards, mass-storage devices, audio devices, and communication devices. Contact your USB product's vendor to determine whether the device works using only the Apple-provided USB software or requires additional software.

Q. How many USB devices can be attached to iMac?

A. You can attach over 100 USB devices to your iMac.

Q. Does iMac support USB PostScript printers?

A. Yes. Using the new LaserWriter driver and LaserWriter Printing Utility (both preinstalled on iMac), you can configure a USB PostScript printer without the need for additional software. PostScript printers that feature only IEEE 1284–compliant parallel ports should also work when attached to iMac using a parallel-to-USB adapter cable. This feature opens up a tremendous number of printing options to iMac owners.

Q. Can I use the USB peripherals with this iMac that I purchased for a previous iMac?

A. Yes. All of the USB products that work on previous iMac models and other USB-based Macintosh computers should continue to work on iMac. However, iMac now takes advantage of the USB specification's "suspend and resume" feature, in which the USB bus is powered down to save energy. Some devices may not have been designed to support suspend/resume. If you're in doubt about using a particular USB product with a new iMac, contact the vendor to determine whether the product is compatible.

DV

Q. What is DV?

A. DV is short for "digital video." It refers to the format in which video and audio information is stored. Digital video, as the term implies, is stored in digital bits (1s and 0s) and can be copied and recopied infinitely without losing any picture or audio quality. DV is becoming the standard for professional broadcasting, and the consumer version, miniDV, is now the standard for personal camcorders. Digital 8mm camcorders also use DV. The term DV is used generically to represent either the professional version or the consumer version.

Q. What are the advantages of DV over traditional analog video?

A. The image resolution of the DV format is higher than the old analog formats, providing superior image quality. And because the image is stored digitally, it retains all of its quality when it is transferred into the computer. Inside your iMac, the video files are kept in the same format, which makes editing easier and ensures the best quality possible.

Q. Does iMac DV include a video editing application?

A. Yes. iMac DV models include iMovie, revolutionary software that makes movie editing fun and easy. iMovie provides an intuitive graphical interface with simple, logical controls that are elegantly arranged to allow anyone who can operate a camcorder to make movies. iMovie includes powerful features for editing scenes, adding music and sound effects, creating transitions, and adding titles—all using the high-quality DV format. Movies can be played back full screen on your iMac or saved and sent over the Internet to friends, family, or coworkers. You can even save them onto tape and play them back on your television through a DV camcorder.

Q. Can I use iMovie to create a movie for the web?

A. iMovie works with media in the DV format. iMovie can export movies using QuickTime, so you can create files optimized for use on any computer, on the web, or on CD-ROM.

Q. Can I import non-DV format files into iMovie?

A. Yes. You can use QuickTime Player to convert many media formats to the DV format for use in iMovie.

Q. How much disk space will I need to store my DV movies?

A. The DV format uses a little over 3.6 megabytes of storage space per second for both audio and video. So you can store up to 5 minutes of audio and video in 1 gigabyte of disk storage space. iMac DV models come with a 10- or 13-gigabyte internal hard disk drive, so even after you set aside the amount needed for the Mac OS and your applications and documents, there's plenty left over for storing your movies. Should you need more storage, you can easily add it through the built-in FireWire ports or save your movie back onto tape in a DV camcorder for virtually unlimited storage.

Q. What accessories are required to make movies with iMac?

A. You'll need an iMac DV model, a DV camcorder, a FireWire camcorder (4-pin to 6-pin) cable, and a digital video editing application. iMac DV models include FireWire and iMovie. And to help early iMac purchasers get started quickly, Apple is including the FireWire cable for a limited time. All you'll need to add is your favorite DV camcorder and your own imagination.

Q. Aren't DV cameras just for professionals? Aren't they really expensive?

A. Numerous DV camcorders are available for under $1,000 (U.S. SRP) from a variety of companies. For example, Sony recently announced a line of Digital 8mm camcorders that support the DV format. The combination of these consumer DV camcorders, iMac, and iMovie delivers technology that used to be accessible only to professionals, with unheard-of simplicity and at an affordable price.

Q. Can I use an analog camcorder or VCR that uses VHS, VHSc, Hi8, and other formats to create movies with iMovie?

A. Yes. An adapter such as the Sony Media Converter allows you to connect an analog camera or camcorder to iMac DV models through a FireWire port to capture audio and video.

Q. Do all DV camcorders work with iMac DV and iMovie?

A. Many DV camcorders have been tested for compatibility with the iMac DV models and iMovie. These products are listed in the iMovie Read Me document included on iMac DV models. For the latest information on camcorder compatibility, visit www.apple.com/imovie.

AirPort

Q. What is AirPort?

A. AirPort is wireless local area network (LAN) technology that offers a simple, affordable way to bring the Internet to every room in your home or every desk in a classroom—without cables, additional phone lines, or complicated networking hardware. AirPort enables multiple computer users to surf different web sites simultaneously and access email through a single Internet service account. Users of AirPort-enabled computers can also exchange files without using floppy disks or other media. AirPort runs at up to 11 megabits per second—up to 10 times faster than other home networking products. With speeds equivalent to those of an Ethernet network, AirPort supports simultaneous Internet browsing, file sharing, and multiplayer gaming by many computers.

Q. What are some of the ways AirPort can be used with iMac?

A. An AirPort-enabled iMac allows you to get on the Internet from any room in your house, even if there's no telephone line or other Internet connection in that room. If you have more than one AirPort-enabled Macintosh, they can all share the same Internet connection at the same time, so you don't have to pay for two (or more) connections. AirPort is great for sharing a single, high-speed Internet connection such as ISDN, a cable modem, or DSL. iBook, Power Mac G4, and the new iMac computers can all share an Internet connection or exchange information wirelessly using AirPort.

Schools will find wireless networking incredibly useful, too. Students who have iMac systems can connect to the Internet even in unwired dorm rooms or classrooms. Because many schools can afford only a single Internet connection per classroom, AirPort allows that single line to be shared by many computers without creating a tangle of wires or requiring additional, expensive telephone lines.

Q. What is required to create a wireless network using AirPort?

A. Just three things:

- An AirPort-enabled computer (iMac, iBook, or Power Mac G4)
- An AirPort Card
- An AirPort Base Station or an AirPort-enabled computer serving as an AirPort Software Base Station

Q. Is the AirPort Card included with iMac?

A. No. The AirPort Card can be purchased in a separate kit or as an option when you order an iMac through the online Apple Store. The AirPort antenna is already built into the computer.

Q. How much does the AirPort kit for iMac cost?

A. The AirPort kit for iMac has a suggested U.S. retail price of only $99. All required software is included. The AirPort Base Station has a suggested U.S. retail price of $299.

Q. Can I use the same AirPort kit for an iBook, iMac, or Power Mac G4 computer?

A. Yes. The AirPort kit includes everything you need to install the AirPort Card in one of these computers. The kit comes preassembled for installation in iMac.

Q. Is AirPort difficult to set up?

A. No, you can do it yourself. Apple has made it remarkably easy for anyone to set up AirPort. Installing the AirPort Card takes just moments, and a software setup assistant configures your computer for you.

Q. What is the AirPort Base Station?

A. This unit is similar to the base station of a cordless telephone; in fact, it connects to the phone line in your home. The AirPort Base Station enables different family members to share a single modem connection so that they can access different Internet sites simultaneously—all without wires. The base station also has an Ethernet connection in case you have a cable modem or DSL line in your home. Whenever you open your browser, the base station dials your ISP and goes to the web site you've requested. It automatically hangs up soon after you're finished.

Q. What is the AirPort Software Base Station?

A. In the future this software will allow you to use your iMac computer as a wireless base station to connect to the Internet instead of using an AirPort Base Station. The software works similarly to the AirPort Base Station, except that it uses the computer's modem or Ethernet port as its Internet connection. Simply use the AirPort Setup Assistant to set up the computer to function as an AirPort Software Base Station. You can continue to use your iMac for its usual work while it's serving as a base station.

Q. How far from the base station can an AirPort-enabled iMac be located?

A. AirPort typically has a transmission radius of about 150 feet—even through walls. So you can use AirPort-enabled iMac systems in every room of your house or across several classrooms.

Q. How can AirPort work through walls?

A. AirPort uses radio frequencies for communication. Unlike infrared signals, which require an unobstructed line of sight between the remote unit and the base station, radio frequencies can pass through solid objects such as walls.

Q. Can I transfer files between AirPort-enabled computers if there is no base station?

A. Yes. You can transfer files or play multiplayer games directly between AirPort-enabled computers. Just use the AirPort Control Strip module on both computers to switch from using the AirPort Base Station to using direct computer-to-computer communications. Depending on their surroundings, the computers will be able to communicate up to 150 feet away from each other.

Q. What is IEEE 802.11 and why is it important?

A. IEEE 802.11 is the worldwide standard for wireless networking that is implemented in Apple's AirPort technology. It was developed by the same organization that set standards for Ethernet networking, which is commonly used in offices. Schools often find it beneficial to use standardized equipment so that they can combine hardware from different vendors. Home users who buy a standardized product are assured that it will work with products from other companies.

Q. Can PCs and Macintosh systems work together on a wireless network?

A. Yes. Because Apple's wireless technology is based on the IEEE 802.11 industry standard, Macintosh computers can interoperate with other devices that support 802.11 in the same way they would if they were physically connected using Ethernet.

Q. Can I add AirPort to previous iMac models?

A. The AirPort Card works only in the new iMac computers. Third-party companies may offer products that will allow older iMac computers to wirelessly connect to an AirPort network.

Mac OS 9

Q. Will Mac OS 9 run on the iMac I just purchased?

A. Yes. Since the introduction of Mac OS 9, every iMac comes preinstalled with Mac OS 9. With nine Internet power tools and more than 50 new features, Mac OS 9 will make your new iMac—and the Internet—more powerful than ever.

Q. My new iMac came with Mac OS 8.6. How do I get Mac OS 9?

A. If you purchased your iMac on or after October 5, 1999, you can obtain Mac OS 9 through Apple's Mac OS Up-To-Date program for just $19.95 (U.S.). The order form and program requirements are available on the Internet at www.apple.com/macos.

Internet Connectivity

Q. How do I get on the Internet and register my new iMac with Apple?

A. A new Setup Assistant is launched automatically when you use your iMac for the first time. The Setup Assistant gets you onto the Internet more easily than ever before and automatically registers your new iMac with Apple. Just follow the simple step-by-step directions. The Setup Assistant is fun and easy to use.

Q. Why does the Setup Assistant ask for my credit card information?

A. If an Internet account does not already exist, the Setup Assistant will create one through an Internet service provider (ISP) of your choice. ISPs require a credit card for billing purposes to create an account. To get you started, Apple offers 30 days of free Internet service (in the U.S. and Canada only).

Q. Is my registration information secure?

A. Yes. Your registration information is transferred to an Apple server securely. The Setup Assistant uses SSL encryption, one of the most secure forms of electronic transaction, to keep your information confidential.

Q. How does iMac prepare a new user for the Internet?

A. The Setup Assistant includes three interactive tutorials that teach new Internet users the basics of getting connected, surfing the web, and sending and receiving email. It also includes self-running demonstrations that clearly show what to expect during your first online adventure.

iMac and Education

Q. Does iMac have any special features for education customers?

A. Yes. Apple works closely with education customers and has incorporated features to meet their needs. Every iMac includes dual front-mounted headphone jacks so that two students can work together and enjoy multimedia applications. iMac also includes a slot-loading CD-ROM or DVD-ROM drive with an optical pickup mechanism that is safely hidden inside the drive. iMac DV models feature a built-in VGA output port for video mirroring, so that teachers and college professors can project the iMac screen onto a larger display or through a projector. With iMovie, even grade-school filmmakers can create wonderful content quickly and easily.

With optional AirPort technology, schools have even more freedom to put computers wherever they're needed. And with Mac OS X Server software, schools have to manage only one system to boot iMac student systems and run applications. Student files and applications follow students from station to station, and are kept secure.

Q. Which iMac model should I use for multimedia authoring?

A. iMac DV is fantastic for multimedia authoring. It's simple to set up, features extremely high-quality audio and video capture, requires only one cable for both audio and video, and can play back multimedia productions on its own display or a larger external display (through the VGA port) or a television. A scan converter (sold separately) that supports at least one of the scan rates used by iMac is required when using a television. Scan converters have been used successfully by schools for many years.

Q. When should I consider a Power Mac G4 instead of an iMac?

A. The new iMac computers have many features designed specifically for education. However, there are some cases in which a Power Mac G4 may provide a more appropriate solution. Customers should consider a Power Mac G4 when they require a display larger than 15 inches, PCI expansion slots, or more than 512 megabytes of RAM.

Q. Can iMac be run from NetBoot software on a Mac OS X Server system?

A. Yes. All of Apple's computers introduced since the original iMac can be booted from a system running Mac OS X Server software.

Q. How do I choose among the iMac, iMac DV, and iBook computers?

A. iMac is an affordable desktop computer for the classroom, lab, or dorm room. It offers extremely easy access to the Internet, fast performance, and optional AirPort wireless networking.

iMac DV models give you great value in a multimedia desktop computer. You get all the great features of iMac plus a DVD-ROM drive, Apple's exclusive iMovie software, video mirroring, and FireWire ports.

iBook is the "iMac to go." Teachers and students alike will love the way they can use it all day wherever they need to—in class, on field trips, and at home. iBook can run for hours on a single battery charge. It's powerful, rugged, and affordable.

And, of course, they can all be connected using AirPort.

Q. How can I integrate iMac into my classroom network with older Macintosh systems?

A. iMac is still a Macintosh, so it runs all of the applications you currently run. And it has a 10/100BASE-T Ethernet networking port, so it can share information with other computers and access the Internet through your existing network. It can even print to your existing network and USB printers, and can share the same USB peripherals. iMac and other Macintosh systems are a great combination in any classroom or university. A recent update for the Network Assistant client software allows the new family of iMac computers to work seamlessly on your network.

Q. Does iMac support LocalTalk?

A. iMac does not support LocalTalk cabling, but it can communicate with LocalTalk devices. Several vendors have recently lowered prices on LocalTalk-to-Ethernet adapters from more than $250 to less than $100 (U.S.). There are even products that allow one or more printers to be adapted from LocalTalk to Ethernet; they also cost about $100.

Q. How can I secure an iMac system so that it won't be stolen?

A. As with previous iMac models, you can route a cable or other locking mechanism through the carrying handle. The handle is integrated into the computer's design, so it's an excellent choice for security. There's also a cable route through the new access door. When a cable is inserted, the door latch cannot be turned, effectively securing the RAM (and AirPort Card, if any) installed inside.

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